

17 March 2002

Rhonda Beck
RJS Heating & Air, Inc.
P.O. Box 10129
204 Antilles Ct.
Wilmington, NC 28405

Dear Rhonda:

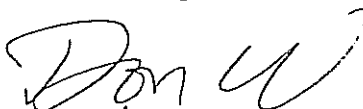
This letter is to provide you with an update on the 2-ton Carrier Heat Pump System, which RJS installed in March 2000. My wife and I are very pleased with the performance and economic benefits of this system after two years of use. As you know we were replacing a propane gas furnace for heat and heat pump for cooling. We were concerned that the heat from this system would not be as warm as that from our gas furnace. This is not the case. The heat is warm and pleasant in the winter and the cooling is very comfortable in the hot summer months.

We have seen a dramatic decrease in our electric bill, especially during the summer. This unit heats and cools the upstairs portion of our house. Our old Rudd system did not cool our upstairs adequately on 90+ temperature days despite running all the time. The new Carrier system does an excellent job of cooling and is very quiet and efficient in its operation.

I would like to compliment you on the professional and courteous staff at RJS. The installation of our system was done in a very professional manner and was completed on time. The twice-yearly service inspections are always professional and the technician leaves a complete written report documenting the inspection.

As a small business owner I know the best advertising is a referral from a satisfied customer. You have my permission to use this letter as a testimonial from a satisfied customer. You also have permission to use my name as a reference.

Kindest regards,


Don W.